Halenda's Fine Foods Limited Comprehensive Accessibility Policy under AODA / IASR

Effective Date: September 2025
Review Date: September 2028
Approved by: Pragya Ban, Human Resources Manager

1. Purpose

Halenda's Fine Foods Limited is committed to fostering an inclusive, barrier-free environment for all employees, clients, customers, and visitors. This policy outlines how the organization meets its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11, IASR). It reflects the latest accessibility requirements in Ontario as of 2025.

2. Scope

This policy applies to all employees, volunteers, contractors, suppliers, customers, and third parties engaged with Halenda's Fine Foods Limited in Ontario. It covers accessibility in the areas of:

- Employment and recruitment processes
- Information and communications
- Customer service
- Physical spaces and facilities
- Procurement and self-service technologies

3. General Requirements

The Company maintains policies and procedures to meet AODA requirements and provides these in accessible formats upon request. A Multi-Year Accessibility Plan (MYAP) will be established, maintained, and reviewed at least every three years. This plan outlines strategies to identify, prevent, and remove barriers to accessibility and will be made publicly available.

4. Training

All employees, volunteers, contractors, policy developers, and service providers acting on behalf of the Company will receive training on the AODA, IASR, and the Ontario Human Rights Code as it relates to persons with disabilities. Training records will be maintained, and refresher training will be provided upon policy or legislation changes.

Important note: ***This document does not create a contract of employment or a contract for any specific term or condition of employment between the Company and an employee. The Company reserves the right to make changes to or discontinue company policies from time-to-time.***

5. Customer Service Standard

The Company is committed to providing accessible customer service that respects the dignity and independence of persons with disabilities.

- Communication: We will communicate with individuals in a way that considers their disability and preferred method of communication.
- Assistive Devices: Persons with disabilities may use their own assistive devices when accessing our services. Staff will assist as required, ensuring safety and accessibility.
- Service Animals: Service animals are welcome in all areas open to the public unless prohibited by law. Verification may be requested if not apparent.
- Support Persons: Individuals with disabilities may be accompanied by a support person. Consent will be obtained when confidential information is discussed.
- Disruptions in Service: In the event of a disruption, notice will be posted on the website, phone system, and premises, outlining reasons, duration, and alternatives.

6. Feedback Process

Feedback from customers and employees about accessibility is welcomed and helps improve our services. Feedback can be submitted by phone, email, or in person. Accessible formats and supports are available upon request.

Contact:
Pragya Ban, Human Resources Manager
Phone: 647-897-3873
Email: Pragya@halendasmeats.com

7. Information and Communication Standards

The Company ensures information is accessible upon request in alternate formats such as large print, audio, or electronic formats. All websites, digital content, and applications conform to WCAG 2.0 Level AA, with ongoing efforts to align with WCAG 2.2.

8. Employment Standards

Halenda's Fine Foods Limited is committed to equitable employment practices and will provide accommodations for applicants and employees with disabilities. This includes accessible recruitment, individualized accommodation plans, and accessible performance management, career development, and redeployment processes.

Important note: ***This document does not create a contract of employment or a contract for any specific term or condition of employment between the Company and an employee. The Company reserves the right to make changes to or discontinue company policies from time-to-time.***

9. Workplace Emergency Response Information

Employees requiring assistance during emergencies will have individualized emergency response plans. These will be created in consultation with the employee and reviewed when circumstances change.

10. Procurement and Self-Service Technologies

Accessibility criteria will be integrated when procuring goods, services, facilities, or technologies. If not practicable, the reason will be documented and alternative measures considered.

11. Design of Public Spaces

During construction or significant renovations, Halenda's Fine Foods Limited will comply with the AODA's Design of Public Spaces standards, ensuring accessibility in areas such as entrances, parking, and waiting areas.

12. Accessibility Compliance Reporting

The Company will file required accessibility compliance reports with the Government of Ontario every three years and make them available to the public.

13. Accountability and Review

Senior leadership is responsible for ensuring this policy's implementation and compliance. The policy will be reviewed every three years or sooner in response to legislative or organizational changes.

14. Availability of Policy

This policy and related documents are available in accessible formats upon request.

Important note: ***This document does not create a contract of employment or a contract for any specific term or condition of employment between the Company and an employee. The Company reserves the right to make changes to or discontinue company policies from time-to-time.***